



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for quarter ending September 30, 2012**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	52.00	39.00	37.00	42.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	44.00	28.00	16.00	29.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	88.90% *	95.00%	95.00%	92.97% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.50	1.46	2.73	2.23
H. Percent Repeat Trouble Reports [730.545(c)]	9.40%	13.30%	8.90%	10.53%
I. Percent of Installation Trouble Reports [730.545(f)]	11.60%	13.70%	8.80%	13.36%
J. Missed Repair Appointments [730.545(h)]	6	10	8	8
K. Missed Installation Appointments [730.540(d)]	0	0	1	0

**Comments**



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